



FEMA

Austin Joint Field Office

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HURRICANE HARVEY

Daily Fact Sheet

Day 26

Navigating the Road to Recovery: Take Care of Yourself, Your Family and Your Property

- **Policyholders whose Harvey-damaged buildings were insured by National Flood Insurance Program (NFIP) may be eligible for additional insurance funds** to cover the cost of one or any combination of the following four activities that help reduce future flood damage:
 - **Elevate** your building above the flood level required by your community.
 - **Relocate** to a new site, preferably out of the floodplain.
 - **Demolish** the building.
 - **Dry flood-proof** the building (primarily non-residential).

Your insurance carrier and community building department can help you determine your Increased Cost of Compliance (ICC) eligibility and the documentation you will need. You should obtain all necessary permits prior to repairs or rebuilding to ensure compliance with local codes. Find information on repairing and rebuilding at [fema.gov/Texas-disaster-mitigation](https://www.fema.gov/Texas-disaster-mitigation).

- **Should I buy flood insurance?** Yes. We have two more months of a very active hurricane season and there is a 30-day waiting period before a policy becomes effective. Keep in mind:
 - Most standard homeowner's policies do not cover damage caused by flooding.
 - Historically, less than 50 percent of flood events result in a federal disaster declaration with FEMA grants for homeowners and renters. And FEMA grants for individuals will not cover all losses.
 - As a result of Hurricane Harvey, more than **86,000** flood-insurance claims were filed by Texas business owners, homeowners and renters who had NFIP policies. Policyholders have already received more than **\$359 million** in advance payment for damages from Harvey. But many people did not have flood insurance.
 - You can buy flood insurance by contacting your insurance company or agent. For an agent referral, call **800-427-4661** or visit www.fema.gov/national-flood-insurance-program.
- **If you received HUD rental assistance before Harvey and were displaced from your home, your first step is to register with FEMA.** For more details, read the fact sheet: Did you Receive HUD Rental Assistance before Hurricane Harvey at www.fema.gov/hurricane-harvey. To register online, go to [DisasterAssistance.gov](https://www.fema.gov/hurricane-harvey). To register by smartphone or tablet, download the FEMA mobile app and look under Disaster Resources. To register by landline, call **800-621-3362** (voice, 711 or Video Relay Service) or **800-462-7585** (TTY).

As of COB Sept. 18:

- **46,120** homeowners and renters in Texas were approved for more than **\$356.3 million** in housing assistance, which includes essential home repairs and rental assistance.
- **210,472** homeowners and renters in Texas were approved for nearly **\$146.6 million** in grants for the replacement of necessary personal property and help with serious disaster-related expenses.
- More than **86,000** flood-insured policyholders in Texas received more than **\$359 million** in advance payments from the NFIP.
- **2,955** homeowners and renters in Texas were approved for nearly **\$248 million** in low-interest disaster loans from the SBA.
- **235** Texas businesses were approved for nearly **\$20.8 million** in low-interest disaster loans from the SBA.

As of Sept. 18:

Total number of federal staff assigned to Texas is **5,399 (+76 from previous day)**, including: **4,174 (+52)** FEMA staff, **1,102 (+11)** staff of the DHS Surge Capacity Force, **122 (+6)** workers from other federal agencies, and **one** contractor.

As of COB Sept. 18:

- Total registrations: **769,750 (+7,661 from previous day)**
- Individuals & Households Program (IHP) grants approved: nearly **\$502.9 million (+\$22.9 Million from previous day)**
 - Housing Assistance: more than **\$356.3 million (+\$22.9 million from previous day)**
 - Other Needs Assistance: nearly **\$146.6 million (no change)**
- FEMA Inspectors in the field: **2,107 (+28 from previous day)**
- FEMA Inspections Completed: **169,338 (+11,003 from previous day)**
- Total DRC visits: **24,192 (+2,352 from previous day)**
- Total TSA rooms occupied: **25,558 (+256 from previous day)**
- Total TSA applicants checked in: **23,841 (+243 from previous day)**
- Total hotels utilized: **2,062 (+2 from previous day)**

Individuals and families in **Austin, Aransas, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton Counties** are eligible to apply for federal disaster assistance through IHP.

Register

The quickest way to apply is online at DisasterAssistance.gov. Survivors may also apply by phone at **(800) 621-3362** (voice, 711 or VRS) or **(800) 462-7585** (TTY). Lines may be busy due to high demand. Be patient and try calling in the morning or evening when call volume may be lower.

Understanding Eligibility

Texans who applied for disaster assistance after Hurricane Harvey should read their letters from FEMA carefully. Sometimes you may need to provide additional information to be eligible for assistance. More information about eligibility and determination letters can be found at fema.gov/news-release/2017/09/07/fact-sheet-questions-about-your-determination-letter

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Texas survivors may be eligible for disaster food relief from the U.S. Department of Agriculture. Households not eligible for the Supplemental Nutrition Assistance Program (commonly called food stamps) may qualify for D-SNAP. For details, go to <https://hhs.texas.gov/services/financial/disaster-assistance/disaster-snap>.

Disaster Assistance for Noncitizen Nationals

Hurricane Harvey survivors who are in the United States legally, but are not U.S. citizens, may be eligible for disaster assistance from FEMA. Applicants must be either U.S. citizens, noncitizen nationals, or qualified aliens to get federal monetary assistance:

- Qualified aliens include those with lawful permanent residency (holders of “green cards”); those with petitions for relief based on domestic violence against spouses or children; and those subjected to severe forms of human trafficking.
- Only one member of a household needs to be eligible to qualify the entire household for assistance. Parents and guardians, regardless of their status, may apply for assistance on behalf of a minor child who is a U.S. citizen.
- Additionally, low-interest disaster loans may be available from the U.S. Small Business Administration for businesses of all sizes, nonprofits, homeowners and renters.

Individuals from a household where no one is eligible for FEMA assistance may still be eligible for help from state or voluntary agencies.

U.S. Small Business Administration (SBA)

SBA offers low-interest, long-term disaster loans to businesses of all sizes (including landlords), private non-profit organizations (such as churches and charities), homeowners and renters to repair or replace uninsured/uncompensated disaster-damaged property. SBA disaster loans offer an affordable way for individuals and businesses to recover from declared disasters.

As of **Sept. 18:**

- Total SBA loans received: **36,031 (+5,383 from previous day)**
- Total SBA loans approved: nearly **\$268.8 million (+\$3.2 million from previous day)**
 - Homeowners: nearly **\$248 million (+\$2.7 million from previous day)**
 - Businesses: more than **\$20.8 million (+\$500,000 from previous day)**
- Apply online at disasterloan.sba.gov/ela/ or in person at a Disaster Recovery Center. A loan officer will determine your eligibility during processing after reviewing any insurance or other recoveries.

SBA has opened five Business Recovery Centers. SBA representatives can meet with business owners to answer questions about SBA’s disaster loan program, explain the application process and help them complete their Electronic Loan Application. SBA staffs the Business Recovery Center with representatives from the Small Business Development Center, Women’s Business Center and SCORE to offer free financial counseling advice to business owners.

Hours are **8 a.m. to 6 p.m. weekdays and 9 a.m. to 4 p.m. weekends unless otherwise noted**. The property damage application deadline is **Oct. 24, 2017**. The deadline to apply for economic injury is **May 25, 2018**.

County	BRC Location
Aransas	Women's Club of Aransas County, 1104 Concho St. Rockport TX 78382
Harris	University of Houston Small Business Development Center Region Office, 2302 Fannin St., Suite 200 Houston TX 77002
Nueces	Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373
Fort Bend	Fort Bend County Sienna Annex, 5855 Sienna Springs Way, Room 111, Missouri City TX 77459—7 a.m. – 7 p.m. daily
Jefferson	Lamar University Center for Innovation, Commercialization and Entrepreneurship (CICE), 5091 Rolfe Christopher Drive, Beaumont TX 77705

Disaster Survivor Assistance (DSA)

Teams are in the field providing registration services, case updates/inquiries and referral to community partners, faith-based groups and volunteer organizations.

Cumulative numbers are accurate **as of Sept. 12**. Numbers will be updated once accurate information is available.

- DSA Deployed: **890 (-5 from previous day)**
 - Home Visits: **34,312 (no change)**
 - Total Survivor Interactions: **51,884 (no change)**
 - Total Survivor Registrations: **11,230 (+209 from previous day)**
 - Total Whole Community Referrals: **2,862 (no change)**
 - Total Shelter Visits: **165 (no change)**

Disaster Recovery Centers (DRC)

DRCs are one-stop shops for storm survivors seeking one-on-one help. Representatives from FEMA, SBA and various state agencies are available to answer questions. To find the nearest DRC use:

asd.fema.gov/inter/locator/home.htm. Unless otherwise noted, all DRCs are open **7 a.m. to 7 p.m. daily**.

County	DRC #	Location
Jackson	MDRC#1	Edna High School Stadium, 1303 W. Gayle St. Edna TX 77957— 9 a.m. to 6 p.m. daily— Branch: VI Division: P
Wharton	MDRC#2	Wharton Civic Center, 1924 Fulton St. Wharton TX 77488— 9 a.m. to 6 p.m. daily— Branch II Division:
Harris	DRC#1 <i>Closed- Sept. 14</i>	George R. Brown Convention Center, 1001 Avenida de Las Americas, Houston, TX 77010— Branch: Harris
Colorado	DRC#2	Colorado County Services Facility, 305 Radio Ln., Columbus TX 78934— Branch: II Division: A
Fayette	DRC#3	Randolph Recreation Center, 653 East Pearl St., La Grange TX 78945— Branch: VI Division: R
Calhoun	DRC#4	Calhoun County Library, 200 W. Mahan St., Port Lavaca TX 77979—

		Branch: VI Division: P
San Patricio	DRC#5	Bay Vista Shopping Center, 2334 Hwy. 361, Ingleside TX 78362— Branch: III Division: N
Victoria	DRC#6	Pattie Dodson Public Health Center, 2805 N. Navarro, Victoria TX 77901— Branch: VI Division: P
Goliad	DRC#7	Goliad Memorial Auditorium, 925 S. State Hwy. 183, Goliad TX 77963— Branch: VI Division: P
Fort Bend	DRC#8	Fort Bend County Sienna Annex, 5855 Sienna Springs Way, Missouri City TX 77459— Branch: II Division: K
Montgomery	DRC#9	Friendship Center/Community Center, 31355 Friendship Dr., Magnolia TX 77355— Branch II Division: E
Fort Bend	DRC#10	Simonton Community Church, 9703 FM 1489 (Simonton Rd.), Simonton TX 77476—Monday-Saturday 7 a.m. to 7 p.m., Closed Sundays— Branch: II Division: E
Dallas	DRC#11	Kay Bailey Hutchinson Convention Center, 650 Griffin St., Dallas TX 75202
Fort Bend	DRC#12	Katy Mills Mall, 5000 Katy Mills Cir., Katy TX 77494— Branch: Harris Division: C
Harris	DRC#13	Baytown Community Center, 2407 Market St., Baytown TX 77520— Branch: Harris Division: B
Harris	DRC#14	Greenspoint Mall, 12300 North Fwy., Houston TX 77060— Branch: Harris Division: 2B
Jefferson	DRC#15	The Former Goodwill Building, 3871 Stagg Dr., Unit 166, Beaumont TX 77701— Branch: Jefferson Division: F
Harris	DRC#16	Webster Civic Center, 311 Pennsylvania Ave., Webster TX 78373— Branch: Harris Division: A
Galveston	DRC#17	League City Recreation Center, 450 W. Walker St., League City TX 77573— Branch: Galveston Division: H
Nueces	DRC#18	Port Aransas Community Center, 408 N. Alister St., Port Aransas TX 78373— Branch: III Division: N
Jefferson	DRC#19	Christus Saint Mary Hospital, 3535 Gates Blvd., Port Arthur, TX 77642— Branch: II Division: F
Harris	DRC#20	Neutrality Building <i>Transitioned from DRC#1</i> , 1301 Fannin St., Houston TX 77002— Branch: Harris Division: 2B
Harris	DRC#21	Bayland Community Center, 6400 Bissonnet St., Houston TX 77074— Branch: Harris Division: 2B
Galveston	DRC#22	Old Amegy Bank, 2401 Termini St., Dickinson TX 77539— Branch: II Division: H
Newton	DRC#24	Deweyville Senior Center, 43435 State Hwy. 87 S, Orange TX 77614— Branch: II Division: F
Harris	DRC#25	The Church Without Walls, 5725 Queenston Blvd., Houston TX 77084— Branch: Harris Division: 2B
Matagorda	DRC#26	Bay City Civic Center, 201 Seventh St., Bay City TX 77414— Branch: II Division: K

Waller	DRC#27	Brookshire Volunteer Fire Department, 910 Gresham Rd., Brookshire TX 77423— Branch: II Division: E
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For survivors with disabilities or access and functional needs, FEMA offers helpful accommodations at Disaster Recovery Centers.

National Flood Insurance Program (NFIP)

To help homeowners with flood insurance whose homes sustained damage from Harvey, the National Flood Insurance Program (NFIP) has waived a few requirements to make it easier to get advance payments quicker.

As of **COB Sept. 18**, more than **86,000** flood-insured policyholders in Texas have received more than **\$359 million** in advance payments. Officials from NFIP estimate claims will eventually reach **\$11 billion** in total payouts to insured homeowners in Texas.

NFIP Policyholders with questions may call **(800) 621-3362 (Press 2)** from **5 a.m. to midnight**. For more information on how to file a claim, visit www.fema.gov/hurricane-harvey.

Locate a Shelter

If you and your family need a place to stay, [download the FEMA mobile app](#) and look under Disaster Resources for a list of nearby shelters. Or call **800-REDCROSS (733-2767)**. The American Red Cross (ARC) provides food, comfort and shelter to those who need it—without regard to race, religion or citizenship status.

As of **Sept. 18**, **4,457** survivors are staying in **24** shelters.

Inspections

Due to the magnitude of Hurricane Harvey, it may take up to **30 days** for a FEMA inspector to contact an applicant and schedule an inspection. **Don't wait to clean up.** Take pictures of the damage. Start repairs to make your home safe and livable again or prevent further damage to your property. Save your receipts to show the inspector.

For more information, visit the website www.fema.gov/hurricane-harvey to view fact sheets and infographics: What to Expect after You Apply for FEMA Aid, Separating Your Debris, and 8 Tips on Mold Cleanup.

School Hotline

The Texas Education Agency (TEA) has opened a hotline for parents of students in the Beaumont, Corpus Christi, Houston and Victoria school districts to receive up-to-date information on public education and schools affected by Hurricane Harvey. The hotline **(512) 463-9603** is open every day from **8 a.m. to 5 p.m.** Parents can also visit the TEA Hurricane Harvey Parent Resource Page at tea.texas.gov/HarveyParentResources/.

Disaster Unemployment Assistance (DUA)

If you are out of work or lost income due to Hurricane Harvey and do not qualify for unemployment benefits, you may be eligible for DUA. Visit the Texas Workforce Commission (TWC) online to apply at twc.state.tx.us/jobseekers/disaster-unemployment-assistance.

As of **Sept. 17**, the TWC reports it has processed **127,672** DUA claims.

Debris Removal

Following Harvey's direct hit on the Coastal Bend, Texas Department of Transportation's immediate response was to ensure roads and bridges were safe for travel. This included damage assessments, removing debris and reopening roads for first responders, emergency crews and the public, replacing and reactivating traffic signals, reinstalling traffic signs, and resuming ferry service in Port Aransas.

While sign and signal work continues, TxDOT can now focus on debris removal to assist ongoing recovery. Initial efforts focus on the hardest hit areas Aransas, Nueces, Refugio and San Patricio Counties.

Only debris in the state Right-of-Way along debris removal routes will be eligible for collection. Please be aware that debris removal involves slow-moving heavy equipment. Motorists and pedestrians need to give crews plenty of room to work.

Hazard Mitigation

Grants are available for work carried out to prevent or reduce future disaster damages. For more information, go to the [Hazard Mitigation website](#).

Public Assistance (PA)

The Public Assistance (PA) program reimburses state and local governments, federally recognized tribes and certain private nonprofit organizations in designated counties for eligible expenses incurred before, during and after Hurricane Harvey on a cost-share basis. This money helps pay for efforts to protect people and property, restore power, repair roads and clean up neighborhoods.

- For more information about PA grants and Direct Federal Assistance, visit: www.fema.gov/public-assistance-policy-and-guidance/public-assistance-guide.
- On Sept. 15, the president approved a cost share adjustment and authorized federal funds for all categories of Public Assistance at **90 percent** of total eligible costs, except for assistance previously approved at **100 percent**.
- As of Sept. 18 State and local governments were approved for **\$181 million** in obligated PA funding to help with the costs of saving lives, protecting people and property, and clearing storm debris from roadways.

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